



Ontario Network  
of Experts in Fertility  
life through knowledge



Department  
of Obstetrics  
and Gynecology

3210 Harvester Road,  
Burlington, Ontario, L7N 3T1  
P 1.877.663.0223 F 905.639.3810  
[www.onefertility.com](http://www.onefertility.com)

## COVID-19 In-Clinic Appointment Protocol

If you have been booked for an in-clinic appointment you will be expected to adhere to the following procedures. These processes have been put in place to keep yourself and our staff safe during the COVID-19 pandemic. Our staff has the right to refuse service to anyone deemed not following these protocols at any time.

### **Before your appointment:**

When you call to book an in-clinic appointment a pre-screening questionnaire will be completed by our reception staff. You must pass this screening before the appointment can be booked.

### **The day of your appointment:**

You are required to attend your appointments promptly. PLEASE arrive 10 minutes before your scheduled time to complete the screening process. Upon your arrival, stay in your vehicle and call 905-634-1443.

You will be asked a series of questions by a staff member using the Government of Ontario screening tool, prior to accessing our facility. Any client who answers yes to any questions will not be able to attend the in-clinic appointment.

All of our physicians are working a staggered schedule to ensure proper physical distancing measures and you attending promptly is paramount.

**Hand washing:** You must use hand sanitizer immediately upon entering our facility.

**Mask:** You must wear a surgical mask during your entire time within our facility. If you do not have access to such a mask, one will be provided for you free of charge immediately after you hand sanitize upon entry. This mask can be stored in a clean ziplock bag or container and can be used at each visit.

**Temperature checks:** You will undergo a touchless temperature check by our staff after hand sanitizing and donning your mask upon clinic entry. Anyone with a temperature 37.8 degrees Celsius or higher will be required to call 311 and reschedule your appointment for a minimum of 2 weeks.

Once screening is passed, you will proceed to the reception desk to sign in and be directed to the appropriate treatment room for your appointment.

You are required to use hand sanitizer at the end of your treatment as you exit the facility.

As you exit the facility, you are required to call 905-634-1089 and leave a message with your name and departure time.

You can rebook appointments by phone in order to minimize any additional in-person contact.

You are encouraged to pay online, over the phone, or use the tap feature of your card if at all possible. Cash will not be accepted.

You are required to remain a minimum of 2m apart from all staff and patients at all times within our facility, unless you are in a treatment room.

You are required to bring your own pen for necessary paperwork and/or signatures.

### **Additional measures in place to ensure everyone's safety include:**

All physicians are working a staggered and limited in-person schedule to allow for proper physical distancing measures within the facility.

Clinical appointments with your physician will continue to occur virtually.

Reception will be working behind a plexiglass barrier at the front desk and will be wearing a mask during their shifts.

All staff will wear masks and eye protection while in the facility, and additionally, will wear gowns during procedures.

All staff will practice 2 m physical distancing from one another and other clients while outside of their designated treatment rooms.

All staff must complete the staff version of the COVID screening questionnaire prior to every shift.

All surfaces touched in entry, client washroom, waiting room, etc. will be disinfected with hospital grade disinfectant 4 times daily.

All surfaces in treatment rooms will be thoroughly disinfected between each client with hospital grade disinfectant.